Missing Miles and Account Issues After the Mileage Plan to Atmos Switch

+1 855-223-6309 is the Alaska Airlines Atmos Rewards support line for members who believe miles are missing from their account after the Mileage Plan migration. While most accounts transferred accurately, a portion of members experienced discrepancies related to pending activity, in-transit credits, or timing issues around the migration date. Understanding the most common causes of post-migration balance discrepancies helps members identify whether their situation requires a formal review or can be resolved through the standard account tools.

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Why a Balance Discrepancy Might Occur After Migration

The most common reason for a Mileage Plan balance to appear different from what an Atmos Rewards account shows is timing. The migration occurred on a specific date, and any miles that were in pending status at that exact moment were processed based on where they were in the posting cycle. Flight credits that were in the normal 3-to-5 business day posting window, credit card billing cycles that had not yet closed, and partner purchases that were being verified all had to settle somewhere. In most cases, they posted to the Atmos Rewards account once processing completed, appearing in Atmos but not in the final Mileage Plan balance.

A second common cause is award activity that processed around the migration date. If you made an award redemption very close to the transition, the miles may have been deducted from your Mileage Plan account before the migration occurred, but the redemption record may not appear clearly in the Atmos Rewards activity log. Reviewing the activity log for any deductions or redemptions from the migration period helps explain balance differences that might otherwise appear unexplained. Contact Alaska at +1 855-223-6309 if the activity log does not contain an entry that accounts for a specific difference. Agents can pull extended account history to locate transactions that may not display in the standard Atmos account view.

Flights Completed Near the Migration Date

Flights that were completed within a few days of the Mileage Plan to Atmos migration date are a frequent source of missing credit questions. Under normal circumstances, Alaska flight credits post within three to five business days of the flight completion date. If a flight was completed just before the migration and the credit had not yet posted to Mileage Plan when the transition occurred, the credit posted to the Atmos Rewards account instead. In most cases this is not a problem — the credit still arrived, just to the new account rather than the old one. The issue arises when the credit does not appear in either account.

If you completed a flight within a few days of the migration date and the credit has not appeared in your Atmos Rewards account after the normal posting window has passed, submit a retro credit

request. You will need the flight number, travel date, and departure and arrival airports. If the flight was operated by a partner airline, also have the booking reference and carrier information ready. Call {ph} to submit the request with an agent. +1 855-223-6309 is the direct line for retro credit submissions and migration-related account reviews.

Credit Card and Partner Earnings That Did Not Post

Mileage Plan members who earned miles through Alaska Airlines co-branded credit cards, hotel loyalty programs, dining rewards, or shopping portals sometimes experienced posting gaps around the migration date. Credit card earnings follow billing cycles rather than individual transactions, so a billing cycle that straddled the migration date may have resulted in some earnings posting to Mileage Plan and others posting to Atmos Rewards depending on when the statement closed. For most members, the total earning was not reduced — it was simply split across two account states.

Hotel and partner program earnings that were pending at the time of the migration may have required re-authorization before posting to Atmos Rewards. Some partner programs that maintained a Mileage Plan account link in their system did not automatically update to Atmos Rewards, which meant that pending earnings were held until the account link was refreshed. If you completed a hotel stay, car rental, or shopping purchase around the migration date and the expected points have not appeared in your Atmos account, check whether the partner program link is still active and correctly references Atmos Rewards. Call +1 855-223-6309 to submit a retro credit request for the missing earning if it still does not post after the link is updated.

How to Open a Formal Migration Balance Review

If you have reviewed your Atmos Rewards activity log, accounted for any activity that may have posted around the migration window, and still cannot reconcile the difference between your expected Mileage Plan balance and your current Atmos total, the next step is to open a formal migration balance review with Alaska Airlines. This is a dedicated review process where an agent retrieves your pre-migration account data and compares it to what appears in your current Atmos Rewards account.

To make the review as efficient as possible, have your Mileage Plan member number, the approximate balance you expected after the migration, your current Atmos Rewards balance, and any supporting documentation ready when you call. Supporting documentation can include a screenshot of your Mileage Plan balance before the transition, a statement or confirmation email from Mileage Plan, or specific transaction records for credits you believe are missing. Once the agent opens the review, the loyalty operations team will work to confirm whether a migration error occurred and apply any correction that is warranted. Resolution timelines typically depend on the complexity of the discrepancy, but simple balance shortfalls are often resolved within a few business days. Call +1 855-223-6309 to open the review.

Members who earned Mileage Plan miles through shopping portal purchases before the transition may find that some pending portal earnings required additional processing time. Portal earnings that

were tracked but not yet confirmed at the time of the migration were sometimes subject to a longer settlement window than standard flight credits. If a portal purchase submitted for miles credit was pending around the transition date, the posting may appear in the Atmos Rewards history rather than in any pre-migration Mileage Plan statement. An Alaska agent can look up account activity from the transition period and confirm whether any portal submissions are still in process or need a review.

Members who did not receive the expected post-migration email confirming their Atmos Rewards account opening balance may have missed important details about the conversion. Alaska sent confirmation messages to the email address on file for each Mileage Plan account, but messages sent to outdated or incorrect email addresses would not have reached the member. If you did not receive a migration confirmation and want documentation of your opening Atmos Rewards balance, contact Alaska at +1 855-223-6309. Agents can pull the opening balance record from the migration data and provide written confirmation of the starting point balance for your Atmos Rewards account.

Another category of missing credits involves activity that was submitted for manual processing under Mileage Plan and had not yet been reviewed at the time of the migration. Mileage Plan members who had submitted a retro credit request or a missing miles claim that was still under review on the migration date may find that the request was not automatically carried forward to the Atmos Rewards system. If you had an open missing miles claim under Mileage Plan that was not resolved before the transition, contact Alaska at +1 855-223-6309 with the original claim reference number. Agents can look up the claim status in the pre-migration system and resubmit it under the Atmos Rewards account if needed.

Members who believe a large number of miles went missing — for example, if their Atmos Rewards balance is significantly lower than their Mileage Plan total and there is no obvious explanation — should ask the Alaska agent to escalate the review to the loyalty operations team. Standard front-line agents can open a review request and pull basic migration records, but complex discrepancies involving large numbers of missing points may require a review by the specialized loyalty team that has full access to the migration audit logs. Providing the agent with a written list of the expected credits and their sources helps the escalation team identify the discrepancy more quickly and reach a resolution in fewer follow-up contacts.

The formal migration balance review process typically results in one of three outcomes: confirmation that the Atmos Rewards balance is correct and the discrepancy is explained by timing or settled activity; identification of a specific missing credit that can be applied manually; or escalation to a broader audit of the migration data for the affected account. Regardless of the outcome, you will receive a written confirmation from Alaska once the review is complete. Keep a copy of any correspondence related to your migration review in case further follow-up is needed. Call +1 855-223-6309 to open the review and to get an expected timeline for resolution.

Completing the formal migration balance review process as soon as you notice a discrepancy reduces the risk that time-based documentation requirements limit what can be reviewed. Call +1 855-223-6309 now if you have an outstanding balance concern.

Need Help Right Now?

If you believe miles are missing from your Atmos Rewards account after the Mileage Plan migration, or if a specific flight credit, card earning, or partner credit did not post correctly, call +1 855-223-6309. An Alaska Airlines Atmos Rewards specialist can review your pre-migration account data, compare it to your current Atmos balance, and initiate the appropriate correction process if a migration error is confirmed.